



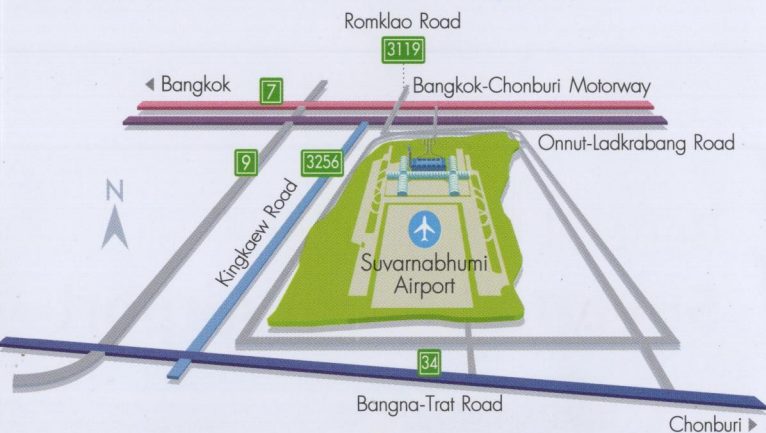
**SUVARNABHUMI /**   
AIRPORT

# General Information

# **Suvarnabhumi Airport**



# Routes to Suvarnabhumi Airport



## 5 Entry & exit routes to and from Suvarnabhumi Airport

1. North side : From Bangkok-Chonburi Motorway (Suvarnabhumi Sai 1 Road)
2. Northwest side : From Romklao Road and Kingkaew Road (Suvarnabhumi Sai 2 Road)
3. South side : From Bangna-Trat Road and Boorapha Withi Expressway (Suvarnabhumi Sai 3 Road)
4. Northeast side : From Onnut-Ladkrabang Road (Suvarnabhumi Sai 4 Road)
5. By Bangkok Mass Transit Rail from Phaya Thai Station





# Buildings and Facilities



## 1 Passenger Terminal

It is a large single building for domestic and international passengers.

## 2 Concourses

There are 7 concourses consisting of Concourse A, B, C, D, E, F and G.

- Concourses A & B serve domestic passengers (and also for international passengers between 21.00-04.00 hours).
- Concourses C, D, E, F & G serve international passengers.

## 3 Car Park

Two 6-storey buildings are located in front of the Passenger Terminal with parking capacity for 5,000 cars. Outdoor car parking spaces, which are located around each building, can accommodate up to 1,000 cars.

## 5 Public Transportation Center

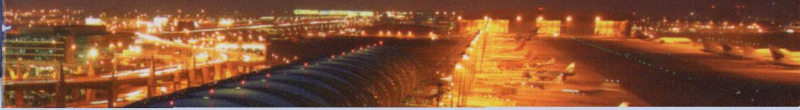
It is the center for transportation within the airport, and divided into sections in order to accommodate various modes of transportation, including limousines, rental cars and buses. Additionally, there is a bus terminal operated by Bangkok Mass Transit Authority (BMTA) and The Transport Company Limited, where a gas station and shops are available.

## 4 Novotel Suvarnabhumi Hotel

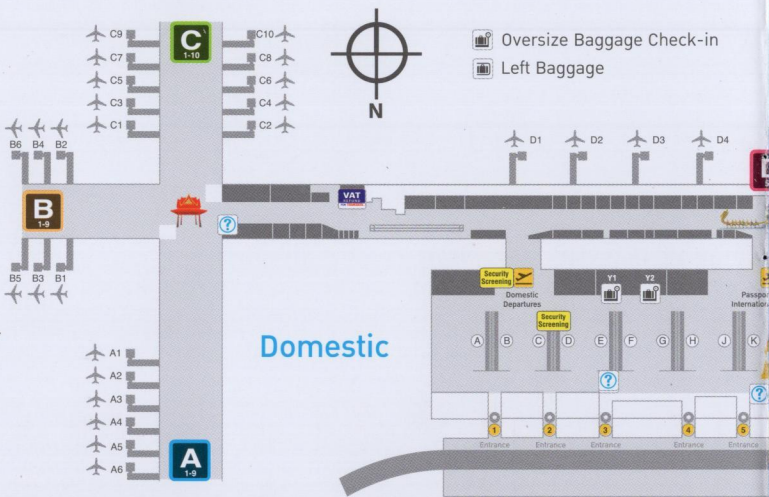
It is located approximately 300 meters from the Passenger Terminal, consisting of 612 rooms. The hotel is fully facilitated with seminar rooms, restaurants, spa and fitness facilities.

## 6 Air Traffic Control Tower

The tower rises to the height of 132.2 meters to provide air traffic control, aeronautical communication and air navigation services for Suvarnabhumi Airport.



# Check-in Counters



\*For accurate information, please

## Common Use Self Service (CUSS)



Venue	Number of the CUSS Kiosks
Row D-E	3 Kiosks
Row F-G	4 Kiosks
Row H-J	5 Kiosks
Row R-S	4 Kiosks



# 4<sup>th</sup> Floor

Security Screening (Domestic)  
Customs



check the flight information screens / airline

Currently, a total of 16 Common Use Self Service (CUSS) kiosks have been installed at Suvarnabhumi Airport to make the check-in process easier and faster for passengers of 15 airlines.

## How to use the CUSS Kiosks

### 1. Select Airlines



### 2. Verify Document & Check-in



Verification of documents can be performed by:

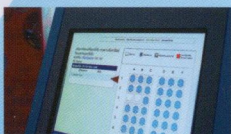
- Scan Passport
- Verify flight
- Verify Booking

Moreover, passengers can change their seats and in case their seats haven't been reserved, they can select new ones as well.

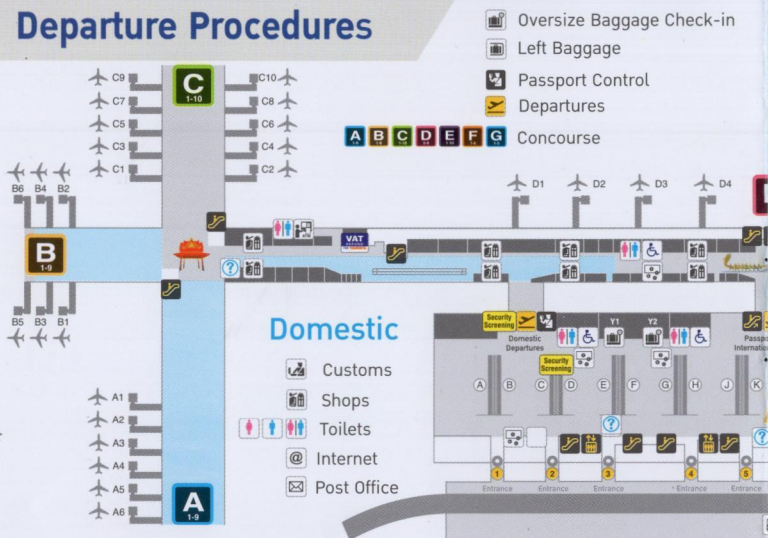
### 3. Get Boarding Pass



### 4. Bring your baggage to the baggage area designated by each airline



# Departure Procedures

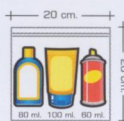


## Liquid on Board Regulations

Regulations regards to liquids, gels and sprays, which include water, drinks, creams, lotions, oils, perfume sprays, hair gels, toothpastes, deodorants, etc.



- 1 All types of liquids, gels and sprays must be in a container not exceeding 100 ml. **A container with a larger capacity is prohibited on board, although it is containing a small portion of liquid, gel or spray.**



- 2 All containers must be packed inside a re-sealable clear plastic bag. The total volume must not exceed 1,000 milliliters (1 liter).

- 3 Passengers are allowed to take only one clear plastic bag on board and it must be placed separately from other belongings for inspection at the check-point.



- 4 Liquids, gels and sprays of a quantity greater than 100 ml. must be kept in your checked luggage.

- 5 Exceptions include milk, proper quantities of baby food and drugs with clear descriptions.






- 6 Liquids, gels and sprays purchased from Duty Free Shops at the airport must be placed in a sealed clear plastic bag with no sign of attempted opening. Evidence to prove that the purchasing date matches the traveling date is required at the check-point\*.

- 7 Passengers are not allowed to take "dangerous objects" on board in carry-on or checked luggage including flammable substances in either gas, liquid or solid form, fireworks, corrosives, radioactive materials, firearms of any type including replicas or toys.

- 8 It is not allowed to carry power banks in checked luggage; they must be placed in carry-on baggage only. Each passenger is allowed to carry a maximum of two power banks with capacity of not over 32,000 mAh or 160 Wh.

\*However, regulations on taking liquids on board differ in each country; passengers should consult the airline officer before purchasing products.



-  Disabled Toilet
-  Airport Information
-  Currency Exchange
-  VAT Refund for Tourists Office
-  Security Screening (Domestic)

## 4<sup>th</sup> Floor



## International Departure Procedures

Passengers willing to get VAT refunds must contact the customs counter at gate 10 in the departure hall on the 4<sup>th</sup> floor to present the purchased items and get a stamp of the Garuda seal of Thailand.

### Ticket and Luggage Checking

Passengers present air tickets and luggage at the check-in counters.

### Security Check at the Inspection Checkpoint

Passengers and their belongings must pass the Inspection Check-point in Zone 2 or 3 on the 5<sup>th</sup> floor of a Departure Hall.

### Passport Control

After passing the security procedure, international passengers have to go through passport control at the departure checkpoint or use the self-service scanning machines for automated passport control.

### Concourse Entry

After passing the departure passport control, passengers enter the Concourse and proceed to wait for boarding in a hold room.

## Domestic Departure Procedures

### Ticket and Luggage Checking

Passengers present tickets and luggage at the check-in counters.

- Thai Airways (TG) : Row B, Business Class / Royal Orchid Plus member : Row C
- Economy Class / Bangkok Airways (PG) : Row F
- Thai Smile Airways (WE) : Row D
- Thai Vietjet (VZ) : Row E

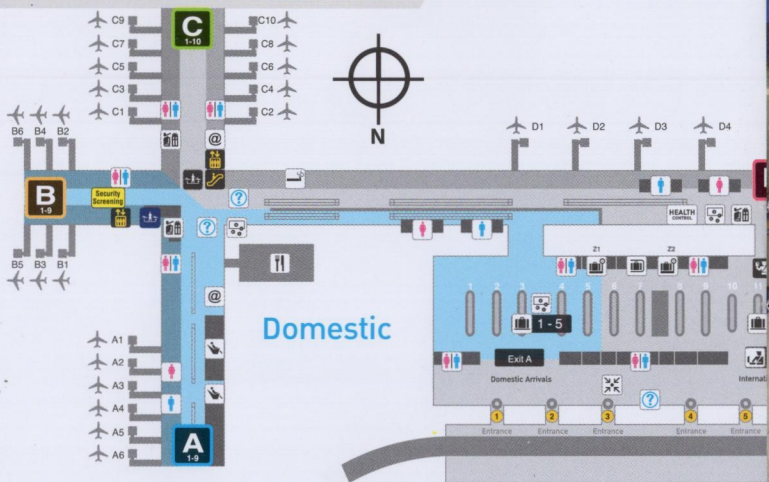
### Security Check at the Inspection Checkpoint

Passengers and their belongings must pass the inspection checkpoint on the 4<sup>th</sup> floor.

### Concourse Entry

Enter a hold room in Concourse A or B on the 2<sup>nd</sup> floor.

# Arrival Procedures



## International Arrival Procedures

Passengers disembark from the plane and proceed to the arrival room on the 2<sup>nd</sup> floor.

### Immigration Checkpoint

Passengers present their passports for an entry stamp at the arrival passport control counter.

### Luggage Claim

Pick up your luggage at the conveyor belt number 6-23.

### Customs Checkpoint

Passengers enter the customs checkpoint and proceed to Exit B or Exit C.

### Entering the Arrival Hall

Passengers enter the arrival hall, proceed to the meeting point near Entry/Exit number 3 and leave the airport.

## Domestic Arrival Procedures

Passengers disembark from the plane and proceed to the arrival room on the 2<sup>nd</sup> floor.

### Luggage Claim

Wait for luggage at the conveyor belt number 1-5.

### Leaving the Airport

Passengers go out via Exit A.





## 2<sup>nd</sup> Floor



**A B C D E F G** Concourse

Toilets

Restaurant

Security Screening

Transfer Counter

CIQ Passengers

Transit

Customs

Smoking Room

Passport Control

Oversize Baggage Claim

Shops

Currency Exchange

Airline Lounge

Meeting point

Airport Information

Internet

Medical Center

Health Control

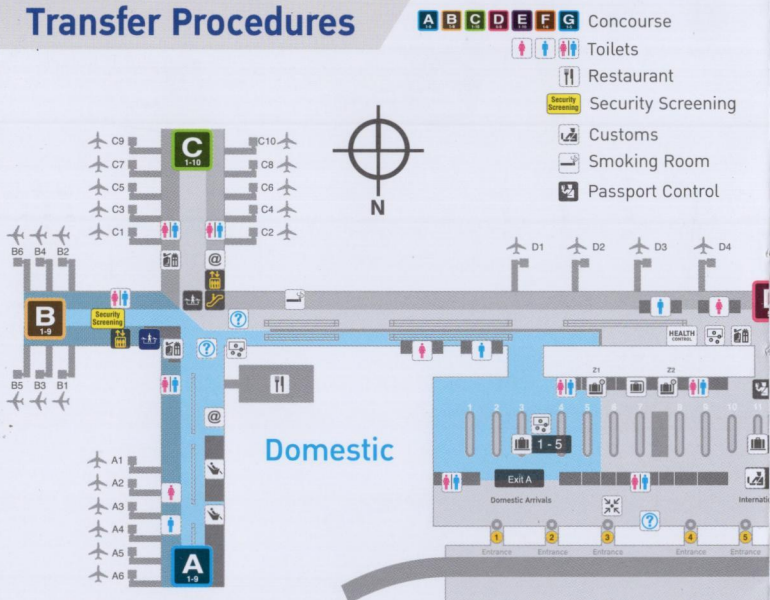
### Transfer Passengers

Upon Concourse entry, passengers and their belongings must go through the security checkpoint at the west end of the 2<sup>nd</sup> floor or the east end of the 3<sup>rd</sup> floor. Then proceed to the Transfer Passenger Counter, which is located on the 3<sup>rd</sup> floor, Concourse B, D and F (or on the west end of the Concourses) or the 3<sup>rd</sup> floor of Concourse B and wait for boarding in a hold room.

### Transit Passengers

Upon Concourse entry, passengers and their belongings must go through the security checkpoint, enter the Departure Terminal and proceed to a hold room. The checkpoint is located on the west end of the 2<sup>nd</sup> floor or the east end of the 3<sup>rd</sup> floor.

# Transfer Procedures



## International to International Transfer Procedures

Passengers disembark and walk to the arrival room on the 2<sup>nd</sup> floor



All passengers must go through the security procedures including sharp objects and liquid detection at the checkpoint on the west side of the 2<sup>nd</sup> floor or on the east side of the 3<sup>rd</sup> floor.



Proceed to the counters for transit passengers on the east or the west side of the 3<sup>rd</sup> floor.

Transfer passenger counters for various airlines are located in 3 zones :

- East : Thai airlines and the Star Alliance airlines
- West 1 (west side of Concourse D) : One World alliance and Sky Team alliance airlines
- West 2 (Concourse E): Self Handling airlines



Go to wait for boarding in the hold room on the 2<sup>nd</sup> floor.





Transfer Counter

Transit

CIQ Passengers

Airport Information

Internet

Medical Center

Health Control

Currency Exchange

Airline Lounge

Oversize Baggage Claim

Meeting point

Shops

**2<sup>nd</sup> Floor**



## International to Domestic Transfer Procedures

### Procedures, for transfer passengers who already have flight tickets

Go through passport control on the 2<sup>nd</sup> floor of Concourse C.

Go through customs procedures.

Go through the security procedures, including sharp objects and liquid detection at the checkpoint on the west side of the 2<sup>nd</sup> floor.

Move to wait for boarding in a hold room on the 2<sup>nd</sup> floor of Concourse A or B.

### Procedures, for transfer passengers who do not have flight tickets yet

Passengers arriving by Thai Airways, Bangkok Airways or any airlines flying to Chiangrai, Chiangmai, Phuket, Hadyai, Koh Samui and Krabi.

Contact transfer passenger counters on the 2<sup>nd</sup> floor (East side).

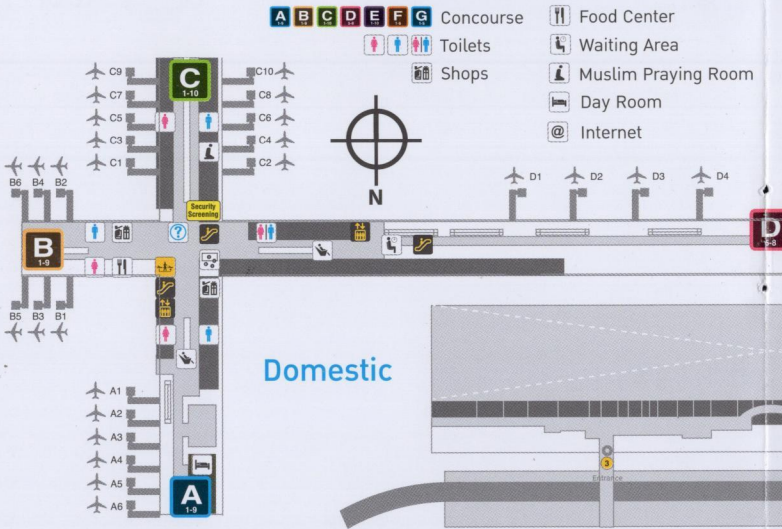
Go through customs procedures.

Go through passport control and customs procedures as well as security process including sharp objects and liquid detection at the checkpoint.

Proceed to wait for boarding in a hold room on the 2<sup>nd</sup> floor of Concourse A or B.



# Transfer Procedures



## Domestic to International Transfer Procedures

Passengers disembark and walk to the arrival room on the 2<sup>nd</sup> floor.

### Procedures for other passengers



#### Luggage Claim

Wait for luggage at the conveyor belt number 1-5.



#### Ticket and Luggage Checking

Go to the 4<sup>th</sup> floor of the departure hall to present tickets and belongings at the check-in counters.



#### Security Procedure at the Checkpoint

Passengers and their belongings must pass the security procedure at the checkpoint in Zone 2 or 3 of the Departure Hall on the 5<sup>th</sup> floor.



#### Passport Control

After passing the security procedures, international passengers have to go through passport control at the departure checkpoint or use the self-service scanning machines for automated passport control.



#### Concourse Entry

After passing the departure passport control, passengers enter the Concourse and proceed to wait for boarding in a hold room.



# Transit Passengers

**3<sup>rd</sup> Floor**



## Procedures for CIQ Passengers



Go through the security procedure at the checkpoint on the 2<sup>nd</sup> floor of Concourse B.



Proceed to wait for boarding in a hold room on the 3<sup>rd</sup> or the 4<sup>th</sup> floor.

\*\*\*CIQ stands for Custom Immigration Quarantine which is for passengers who have already passed the Immigration Counter and the Customs Checkpoint, and ready to exit the country (such as those coming from Phuket or Chiangmai and flying abroad). These passengers can have their documents and luggage checked through from the origin airport. Passengers will receive a CIQ sticker to put on their shirts. After arriving, these passengers will be separated from other passengers and directed to the Departure Hall with no more procedures at Suvarnabhumi Airport.

## Transit Passengers



Passengers disembark and walk to the arrival room on the 2<sup>nd</sup> floor.



Transit passengers are those coming with flights that stopover to pick up more passengers from Bangkok or to refuel, etc.

They will go to the arrival room on the 2<sup>nd</sup> floor.

These transit passengers do not have to present their tickets for check-in. They may use the same tickets or boarding passes provided by the airline.



All passengers must go through the security procedures including sharp objects and liquid detection at the checkpoint on the west side of the 2<sup>nd</sup> floor or on the east side of the 3<sup>rd</sup> floor.



Move to wait for boarding in a hold room on the 3<sup>rd</sup> or the 4<sup>th</sup> floor.

## Things to Know

### The Customs Department Procedures at the Green Channel (Nothing to Declare)

For Passengers who have no dutiable items, prohibited and /or restricted items.

#### Goods exempted from payment of duty:

- Personal effects accompanied by passengers from abroad are in reasonable quantity for personal use, with a value not more than 20,000 Baht. These personal effects must not be prohibited or restricted items and must not be of a commercial nature:
- Either (i) Two hundred cigarettes (200) or two hundred and fifty grams (250 g) for cigars or smoking tobacco, or (ii) cigarettes, cigars and smoking tobacco weighing not more than two hundred and fifty grams in total.
- Alcoholic Beverages not more than liter.

If a passenger brings in more than the above quantities, please contact a Customs officer at the Red Channel.

#### Warning :

The Customs Department has placed top convenience for passenger with minimum inspection of your suitcase by using risk assessment by X-Ray machines in compliance with World – class standards.

Punishment for False Declaration, A fine of four (4) times the price of the goods plus duty, and/or imprisonment for a term not exceeding ten years. These goods will be forfeited as property of the state in accordance with the Customs Acts.

### Goods in Custody (Customs Bond)/ Goods Depositing in

Passengers arriving in Thailand who have dutiable goods or restricted goods, but do not intend to bring these goods into the country for consumption, can keep these goods in Customs

Custody under the Following conditions:

1. The goods are dutiable goods or restricted goods.
2. The passenger has an air ticket to a third country.
3. The goods are kept in Customs Bond for not more than two months.
4. Please contact a Customs officer at the Red Channel.

Suvarnabhumi Airport

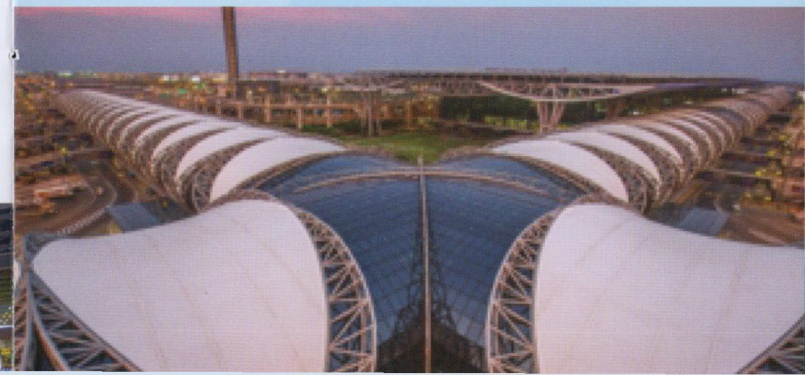
Passenger Control Customs Bureau

Tel. 0-2134-0378 Website : [www.customs-suvarnabhumi.com](http://www.customs-suvarnabhumi.com)



## Important contacts

Call Center, Suvarnabhumi Airport	1722
Call Center, Thai Airways	0-2356-1111
Luggage Claim Service, Suvarnabhumi Airport	0-2132-1880
	0-2132-1890
Luggage Depository Service	0-2134-7795-6
Tourist Police	0-2132-1155
Limousine Service	0-2134-2323-5
Tourist Service	0-2134-0040-2
Novotel Suvarnabhume Hotel	0-2131-1111
CIP Lounge	0-2134-6284
Immigration Police	0-2134-0320
Public Taxi Service	0-2132-9198,
	0-2132-0360
Survanabhumi Airport Provincial Police Station	0-2134-0837,
	0-2134-5990-5
Suvarnabhumi Medical Clinic	0-2132-5380,
	0-2132-5388
Public transport	0-2132-9171
Happy and Healthy Bike Lane	083-203-7777
Suvarnabhumi Airport Museum	062-593-9996



## Things to Know

### Taking pets out of the country

Passengers who want to take a pet out of the country must contact Suvarnabhumi Animal Quarantine Station, Customs Free Zone, Customs Export Building (CE-1), and counter 20, 1<sup>st</sup> floor. For more information, please call 0-2134-0731, Fax : 0-2134-3640 between 08.30-16.30 hours on working days.

### Taking Buddha images, objects of art and antiques out of the country

- Passengers who want to take antiques and objects of art out of the country must receive permission from the Department of Fine Arts, in compliance with the Act of Ancient Monuments, Antiques, Objects of Art and National Museum, B.E. 2504 and the revised version (2<sup>nd</sup> Edition) B.E. 2535, Section 22.
- Antiques and objects of art include incomplete religious objects, damaged Buddha images, Buddha's head sculpture, Buddha's hand sculpture, religious monument pieces, etc. The Department of Fine Arts prohibits the act of taking them out of the country.
- For more information, contact the National Museum in Thailand. Tel. 0-2628-5032.

### Re-entry Visa

Foreigners with permission to stay in Thailand for a certain length of time who want to travel outside the country for a short period can obtain a re-entry permit prior to leaving the country in order to keep their length of permission valid when they return. Contact one of the following offices to submit an application form.

1. Getting a re-entry visa at Suvarnabhumi airport. A re-entry visa can be obtained only on the date that passengers leave the country. Passengers must go through the check-in procedure first (should allow enough time for check-in and re-entry visa processing). The re-entry visa office is open 24 hours. Tel. 0-2134-0261
2. Getting a re-entry permit at the '80<sup>th</sup> Birthday Anniversary of HM King Bhumibol Adulyadej on 5th December 2007 Commemorative Building':  
Contact the Immigration Division 1, Building B, 2<sup>nd</sup> floor, south side, near the Department of Consular Affairs, Chaeng Wattana Road (during working days). Tel. 0-2141-9889.  
Submit the re-entry permit application form with the following required documents prior to traveling.
  - Passport or travel document and a copy.
  - 1 photo (4x6 cm)
  - 1,000 baht fee for a single entry or 3,800 baht fee for multiple entries.

### Health Control

- Departing Passengers traveling to the countries in South Africa and South America should have received necessary vaccinations 10 days prior to the departure date. Health care facilities that provide 'Yellow Fever' vaccine are as follows.  
Bamrasnaradura Infectious Diseases Institute,  
Department of Health Control, Ministry of Public Health. Tel. 0-2590-3430  
Immigration Medical Service Center,  
the Bureau of Immigration. Tel. 0-2287-3101-3  
Queen Saovabha Memorial Institute,  
The Thai Red Cross Society. Tel. 0-2252-0161-4 #132







## VAT Refund for Tourist



Apply for a VISA on Arrival, do not waste time filling out paper forms.  
You can apply online in advance with the VISA on Arrival application online of Immigration at Suvarnabhumi Airport by this link [www.immigration.go.th](http://www.immigration.go.th)

### Tourists entitled to VAT refunds

1. A non-Thai visitor who is not a pilot or a crew of an airline departing Thailand.
  2. A non-Thai visitor who leaves Thailand by air from an international airport.
- **At the shop** : The goods must be purchased from shops that display a "VAT Refund For Tourists" sign and must not be less than 2,000 baht including VAT. Ask for a tax invoice and a VAT refund form (P.P.10) from the shop on the purchase date.
  - **At Suvarnabhumi Airport** Before check-in, passengers must contact the customs officer at the Custom Inspection Counter for VAT Refund at gate 10 on the 4<sup>th</sup> floor of the passenger terminal to have the purchased items inspected and get the VAT refund form P.P.10 stamped. Passengers present the refund form to the revenue officer and receive the refund money at the VAT Refund Counter located behind the passport control counter on the west side or the east side of Concourse D.

In the case of high value goods, including gems that have been modified into ornaments, gold ornaments, watches, glasses or pens; after receiving the stamp from the Customs Officer, take the goods to the Revenue Officer at the VAT Refund for Tourists Office for another inspection.

### VAT Refund for Tourists Office at Suvarnabhumi Airport (open 24 hours.)

- Information Counter, VAT Refund for Tourists Office, Departure Terminal, 4<sup>th</sup> floor, Exit 10, Tel. 0-2134-0669, Fax : 0-2134-0607
- 4<sup>th</sup> floor, Concourse D (east side) Tel. 0-2134-0675-6, Fax : 0-2134-0671
- 4<sup>th</sup> floor, Concourse D (west side) Tel. 0-2134-0677-8, Fax : 0-2134-0672

REASONABLE PRICES



# AIRPORT STREET FOOD

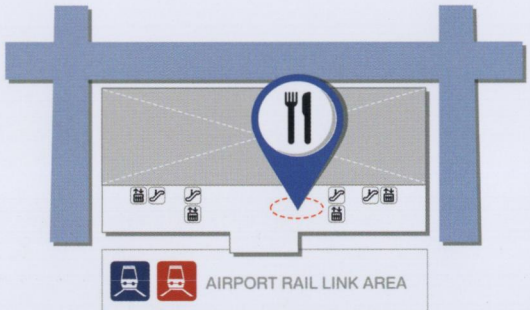
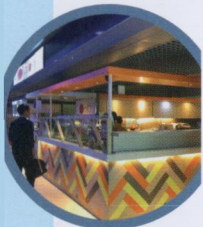
GUIDE MAP

Airport Street Food by MAGIC food point



B1 Floor

In front of the Airport Rail Link area





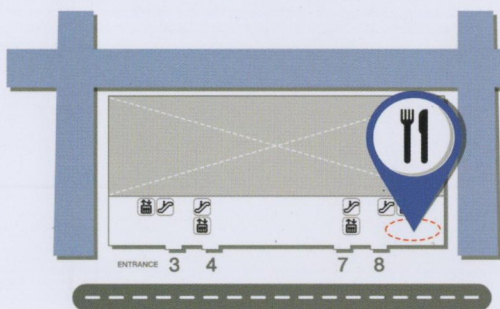
Price starts from

35<sup>THB</sup>



REASONABLE PRICES

1<sup>st</sup> Floor | Entrance 8



AIMM'S CUP CORNER



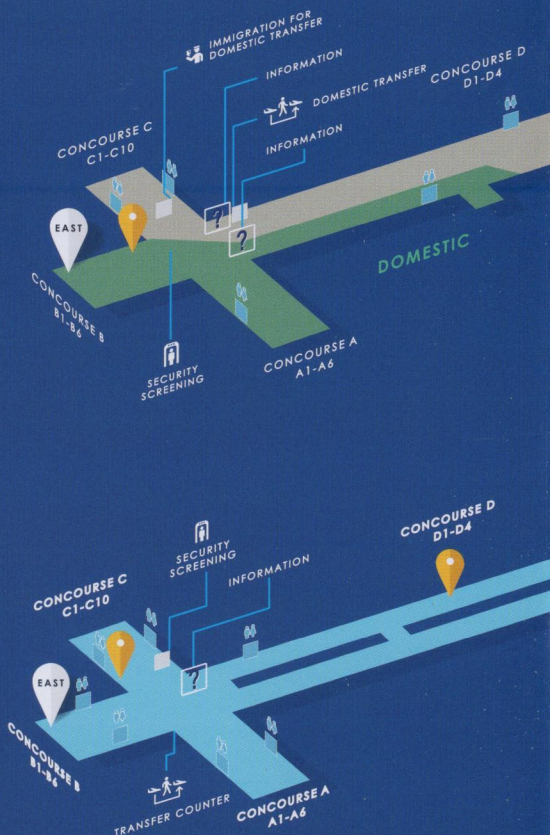
# FREE DRINKING WATER

## GUIDE MAP

2<sup>nd</sup> Floor | ARRIVAL HALL

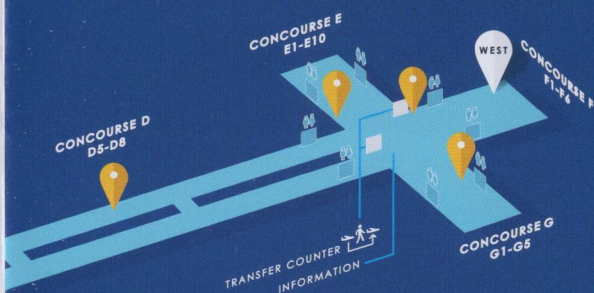
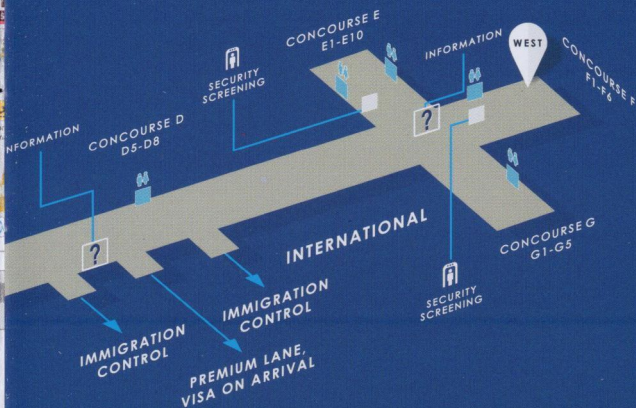


### CONCOURSES



PASSENGER TERMINAL BUILDING





Hot & Cold Drinking Water



FREE DRINKING WATER



INFORMATION

3<sup>rd</sup> Floor

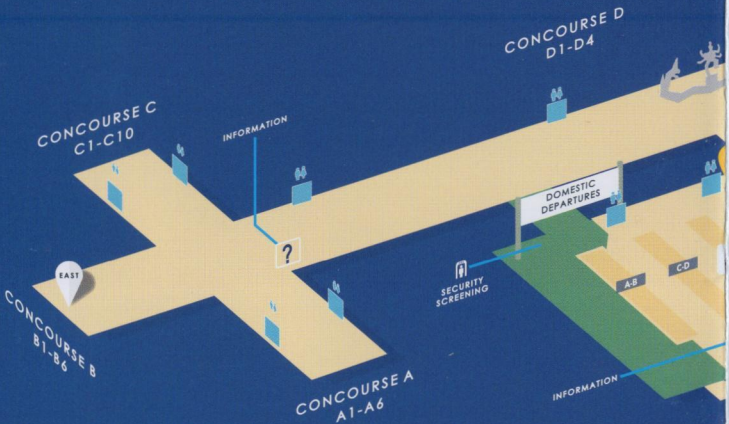
TRANSFER

# FREE DRINKING WATER

## GUIDE MAP



### CONCOURSES



Hot & Cold Drinking Water



FREE DRINKING WATER



CONVENIENCE STORE

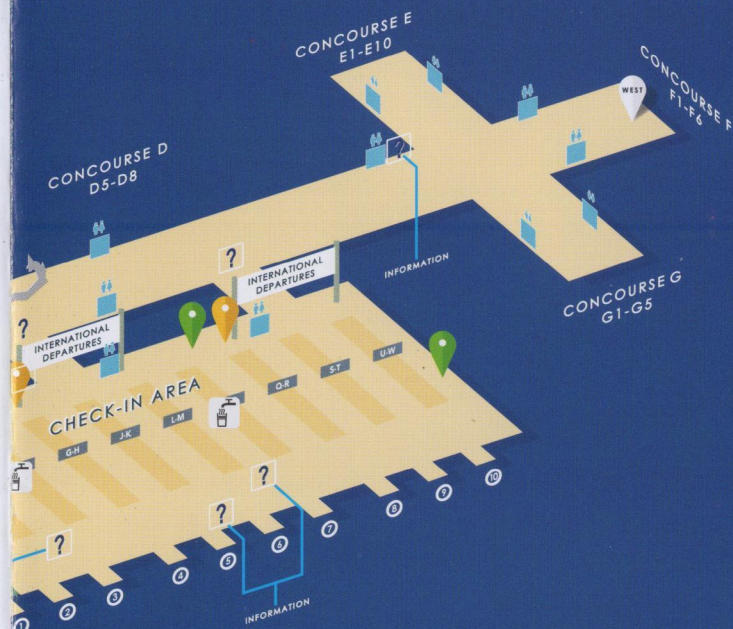


INFORMATION

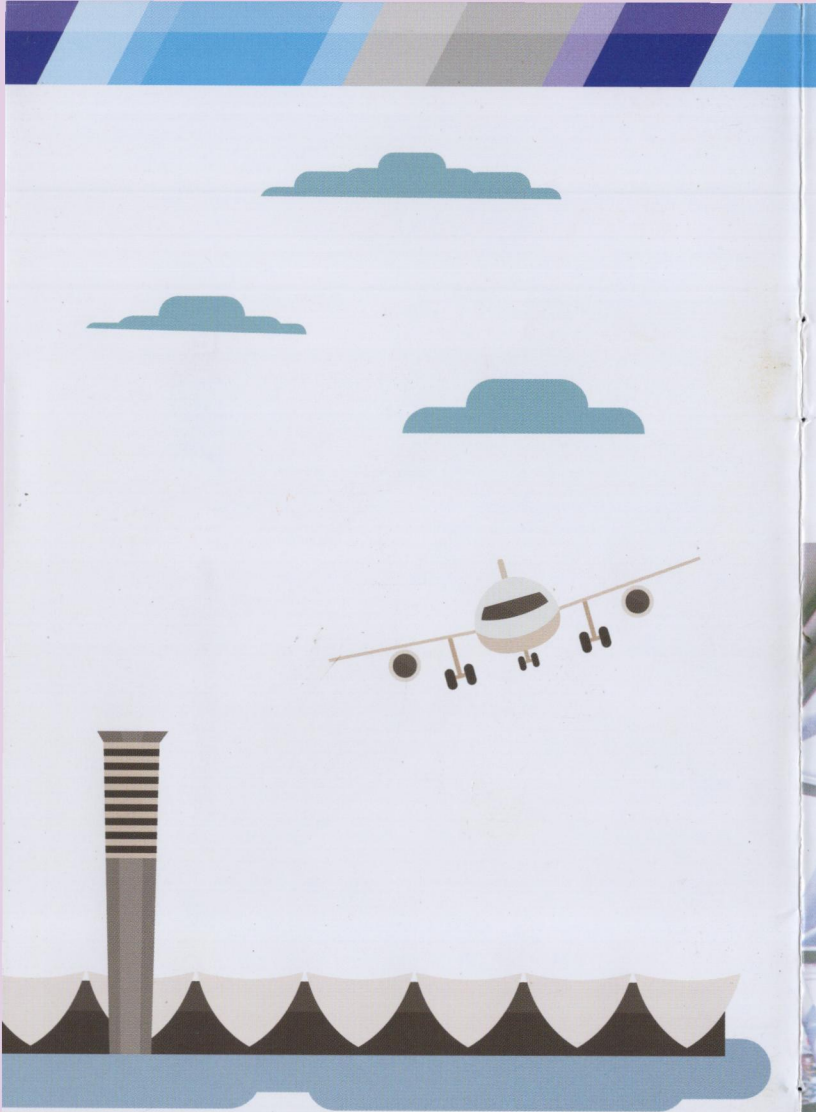


4<sup>th</sup> Floor

DEPARTURE HALL



PASSENGER TERMINAL BUILDING




**Suvarnabhumi Airport**


Airports of Thailand Public Company Limited  
999 Moo 1 Nong Prue, Bang Phli, Samut Prakan 10540


AOT Contact Center : 1722

[www.suvarnabhumiairport.com](http://www.suvarnabhumiairport.com)

[www.airportthai.co.th](http://www.airportthai.co.th)

 Suvarnabhumi Airport

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